

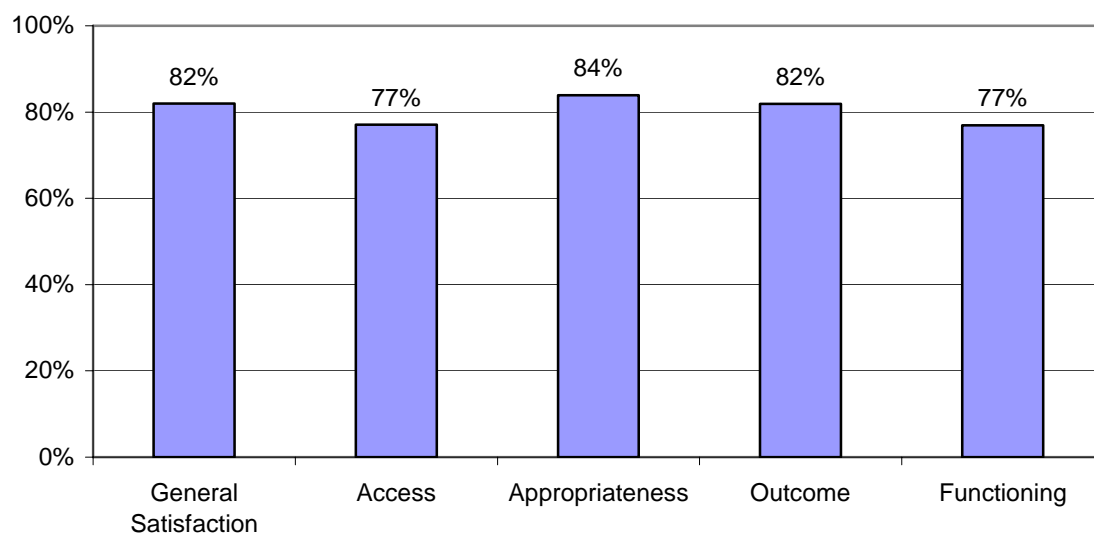
CHAPTER 3: SUBSTANCE USE DISORDER CONSUMER RESPONSES

Consumer and Treatment Characteristics

- A total of 2,029 consumers (28%) identified alcohol or drugs as the primary reason for receiving services from the CSB.
- A majority (about 93%) was between the ages of 21 and 64, and about 6% were between the ages of 18 and 20.
- About 70% were male, about 54% were White, and about 32% were Black/African-American.
- With regard to Hispanic origin, 11.5% identified themselves as Hispanic.
- Sixty-seven percent were referred from Court or Law Enforcement, while 26.4% were referred by family, friends or self.
- About 59% had been receiving treatment for five months or less and about 13% had been receiving treatment for longer than two years.
- In the six months prior to the survey, 6.7% had been homeless and 31.6% had moved at least one time.
- In the past twelve months, 9.3% had a psychiatric hospitalization, 74.1% had paid employment, and 44.7% had been arrested. In the previous twelve months, 31.4% had been arrested.
- More than ninety-three percent have support in times of crisis, and 94.8% have people with whom to do enjoyable things. In addition, 90.6% reported being satisfied with their friendships, but only 85.1% reported feeling a sense of belonging in their community.

Satisfaction On All Domains

Figure 1: SUD Consumer Satisfaction Across Domains



General Satisfaction Domain

- About 85% agreed with the statement “I like the services that I receive”.
- Almost 76% agreed with the statement “If I had other choices, I would still get services from this agency”.
- About 84% reported that they would recommend this agency to a friend or family member.

Access Domain

- Over 81% agreed that the location of services is convenient.
- About 84% agreed with the statement “Staff are willing to see me as often as I feel it is necessary.”
- About 75% agreed with the statement “Staff returns my calls within 24 hours.”
- Over 76% agreed that services were available at times that were good for them.

Appropriateness Domain

- Over 89% agreed with the statement “Staff here believe that I can grow, change, and recover”.
- About 84% agreed with the statement “Staff respect my wishes about who is, and is not, to be given information about my treatment”.
- Almost 77% reported that staff is sensitive to their cultural background.
- About 74% reported agreement that staff tell them what medication side effects to watch for.
- About 80% reported that they feel free to complain.
- Over 84% reported that staff helped them to obtain information needed for the consumer to take charge of managing the illness.

Outcome Domain

- Over 84% agreed with the statement “I am better able to control my life”.
- About 84% agreed with the statement “I deal more effectively with daily problems”.
- Almost 77% reported that they did better at work or school.
- About 77% reported that they did better in social settings.
- About 80% reported that they were better able to deal with a crisis.
- About 81% reported that they got along better with their family.
- About 78% agreed with the statement “My symptoms are not bothering me as much”.

Functioning Domain

- About 82% reported that “I do things that are more meaningful to me.”
- Almost 83% reported that “I am better able to take care of my needs.”
- About 81% reported that “I am better able to handle things when they go wrong.”
- Eighty percent reported that “I am better able to do things that I want to do.”

Other Survey Items (not included in a domain or Total Satisfaction scoring)

- About 87% reported that they felt comfortable asking questions about their treatment and medication.
- Almost 85% agreed with the statement “I am able to get all the services I think I need.”
- Slightly over 70% agreed with the statement “I, not staff, decide my treatment goals.”
- About 74% agreed with the statement “I am satisfied with my living arrangements.”
- About 59% agreed with the statement “I was encouraged to use consumer run programs.”

Consumer comments:

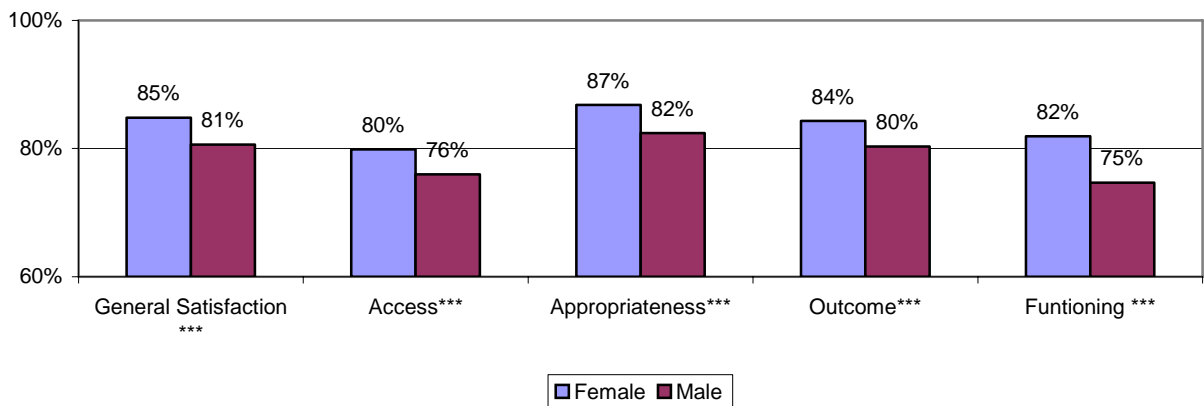
- **“Need to improve the relationship with those who are staying clean and doing the right things. Sometimes I feel like they treat us like drug dealers.”**
- **“Need more places to have VASAP classes.”**
- **“Been clean now for years.”**
- **“This group has been a big asset in my life. They helped me to return to my AA/NA meetings.”**

Differences Between Groups

Did Satisfaction Differ by Gender?

Female consumers were significantly more likely to report positive perceptions in all domains.

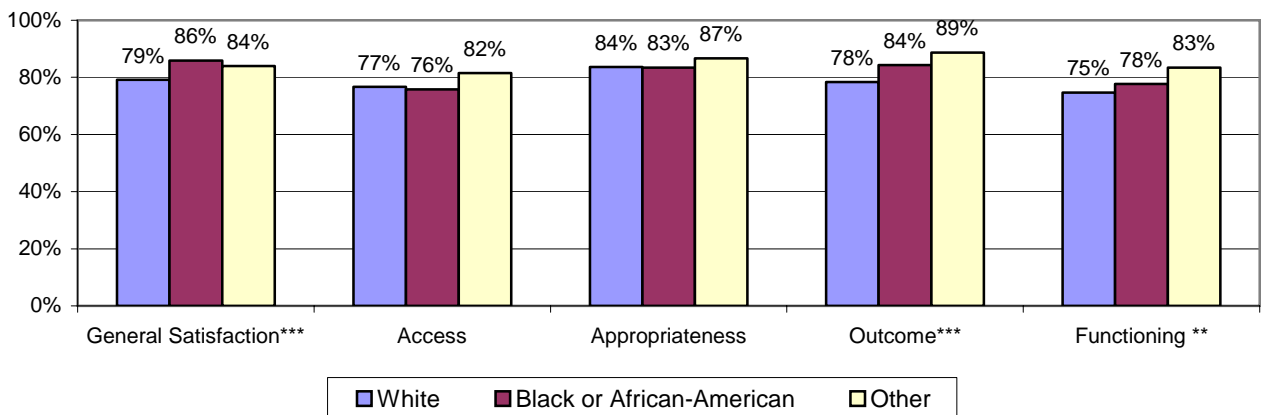
Figure 2: SUD Consumer Satisfaction by Gender



Did Satisfaction Differ by Race?

Consumers categorized as “other” races and African-American were significantly more likely to report positive perceptions in the General Satisfaction, Outcome, and Functioning domains than consumers who identified themselves as White.

Figure 3: SUD Consumer Satisfaction by Race



*Differences between groups were significant at the $p \leq .05$ level

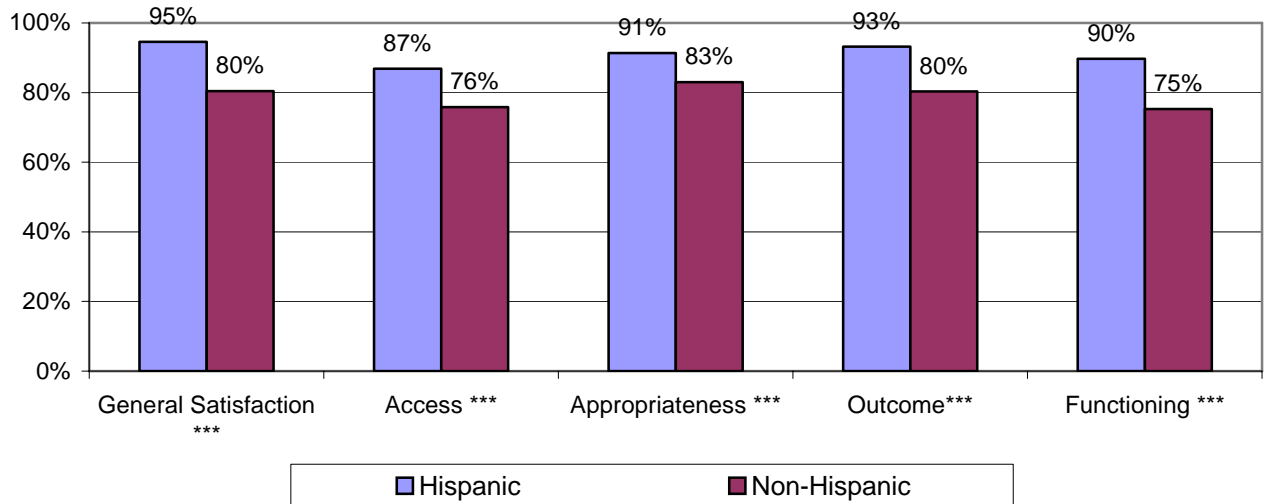
**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by Ethnicity?

Consumers of substance abuse services who claimed Hispanic ethnicity expressed significantly higher perceptions of satisfaction in all domains than consumers of non-Hispanic ethnicity.

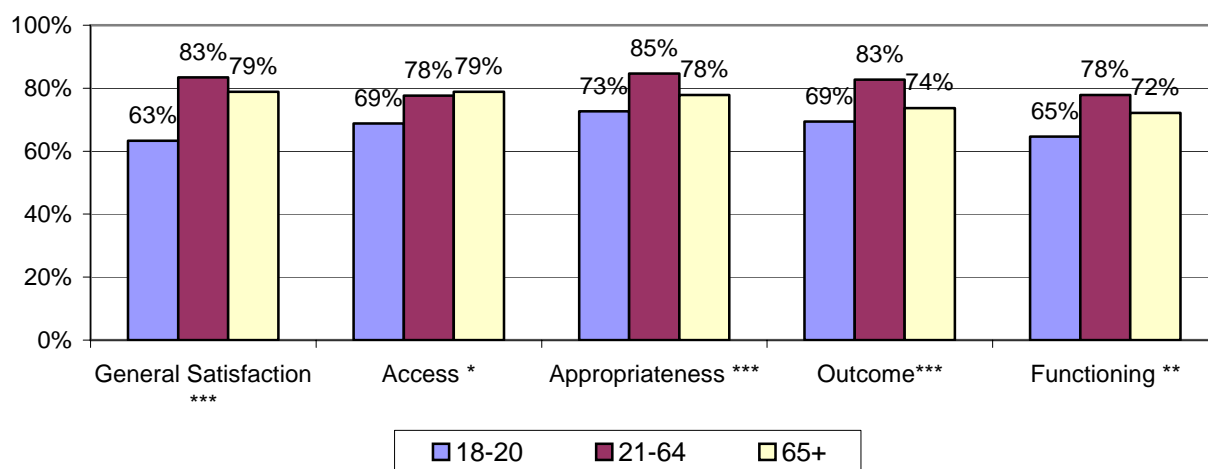
Figure 4: SUD Consumer Satisfaction by Ethnicity



Did Satisfaction Differ by the Age Group of the Consumer?

The youngest age group, those consumers 18-20 years of age, had significantly less positive perceptions in all domains than the two older groups.

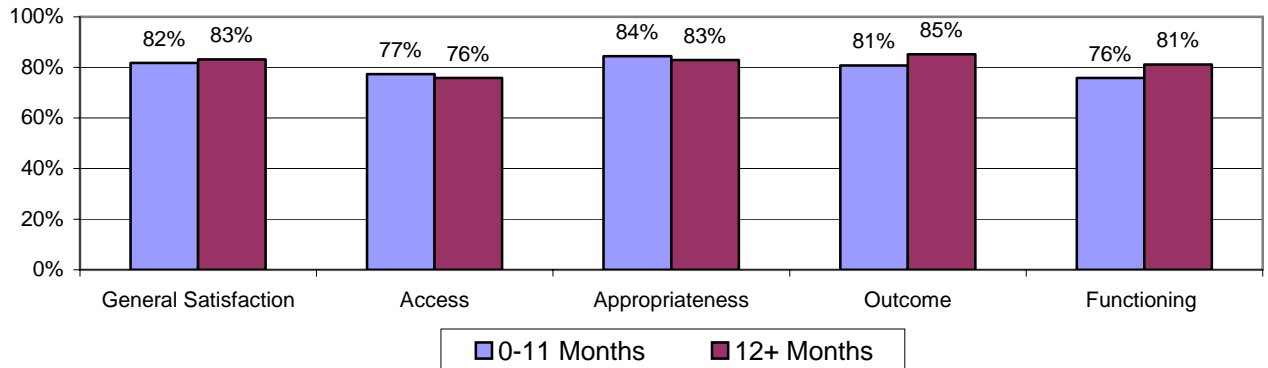
Figure 5: SUD Consumer Satisfaction by Age Group



Did Satisfaction Differ by Length of Treatment?

Consumers in treatment for less than 12 months were more likely to express positive perceptions in the, Access and Appropriateness domains, whereas consumers in treatment for a year or longer reported slightly higher positive perceptions in the General Satisfaction, Outcome, and Functioning.

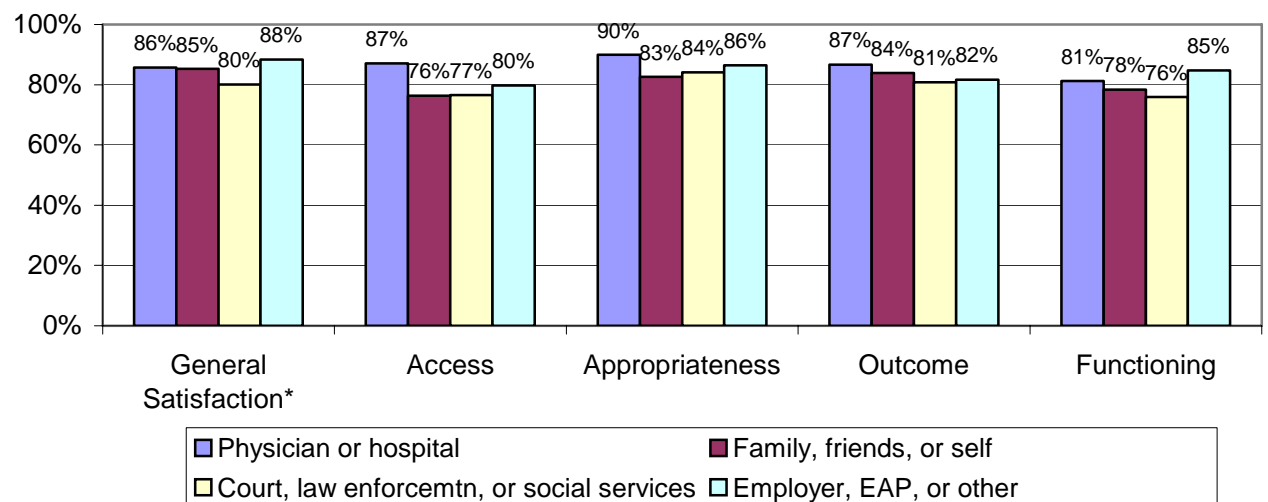
Figure 6: SUD Consumer Satisfaction by Length of Treatment



Did Satisfaction Differ by Referral Source?

Consumers who reported being referred by an Employer, EAP, or other source were significantly more likely to express positive perceptions in the General Satisfaction domain.

Figure 7: SUD Consumer Satisfaction by Referral Source



Did Satisfaction Differ by Housing Situation?

Those consumers who reported being homeless within the past six months had significantly lower positive perceptions in the Access, Outcome, and Functioning domains than those who had not reported being homeless. Those consumers who did not move in the past six months were significantly more likely to report positive perceptions on the Access domain.

Figure 8: SUD Consumer Satisfaction by Homelessness

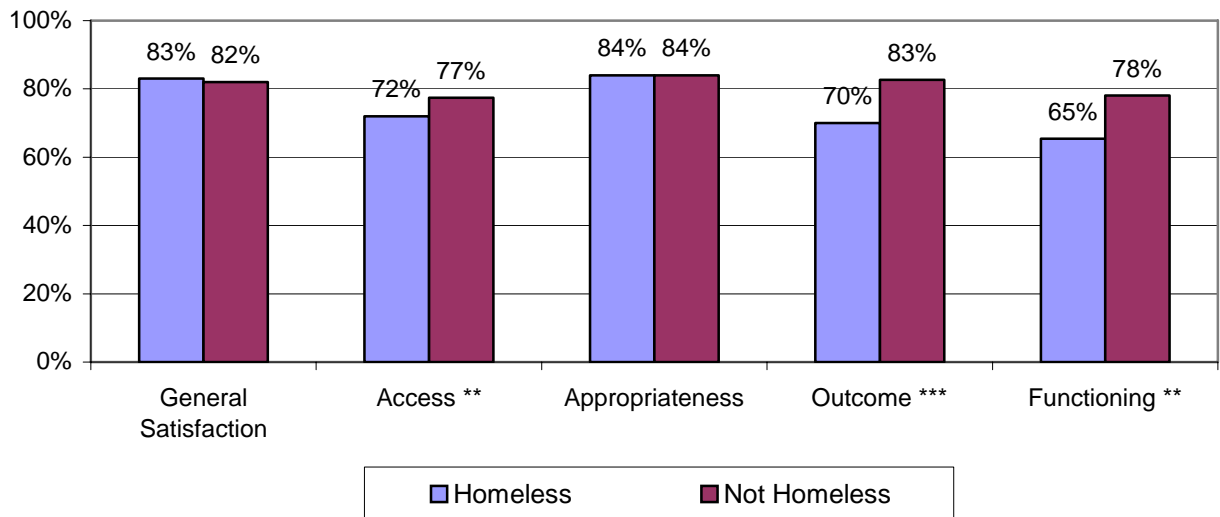
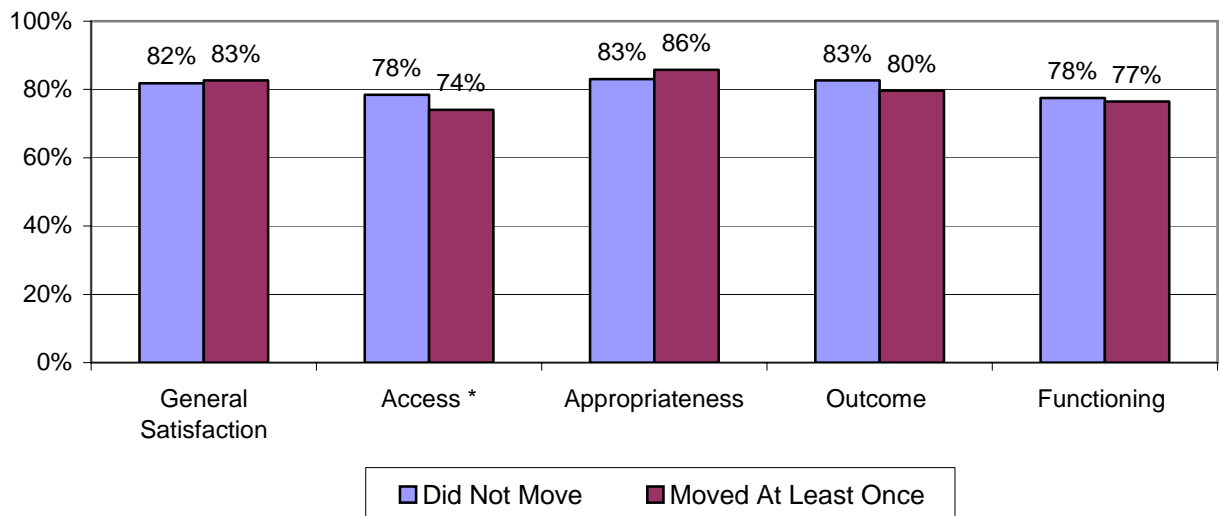


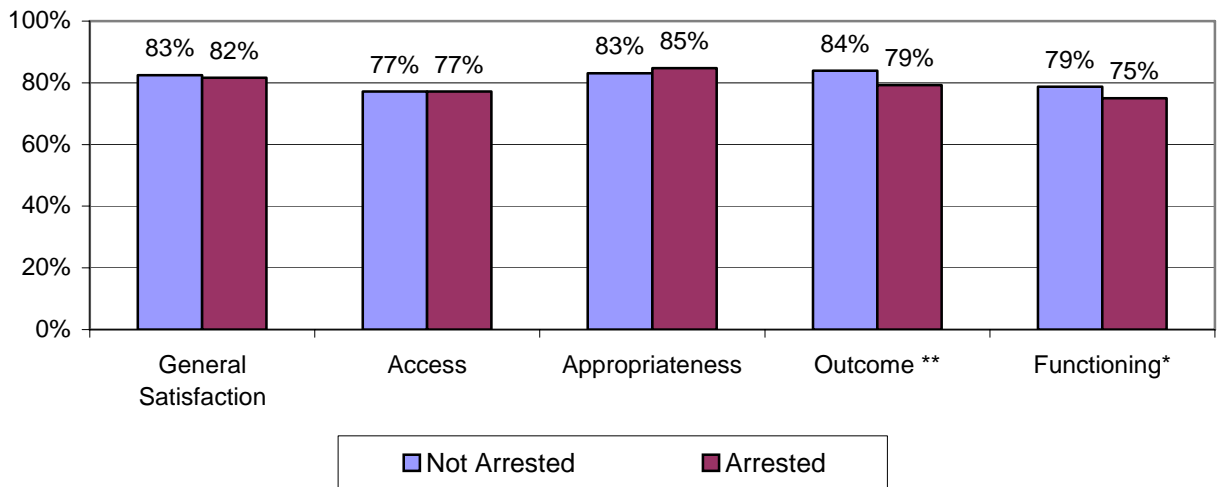
Figure 9: SUD Consumer Satisfaction by Frequency of Moves



Did Satisfaction Differ by Involvement with the Criminal Justice System?

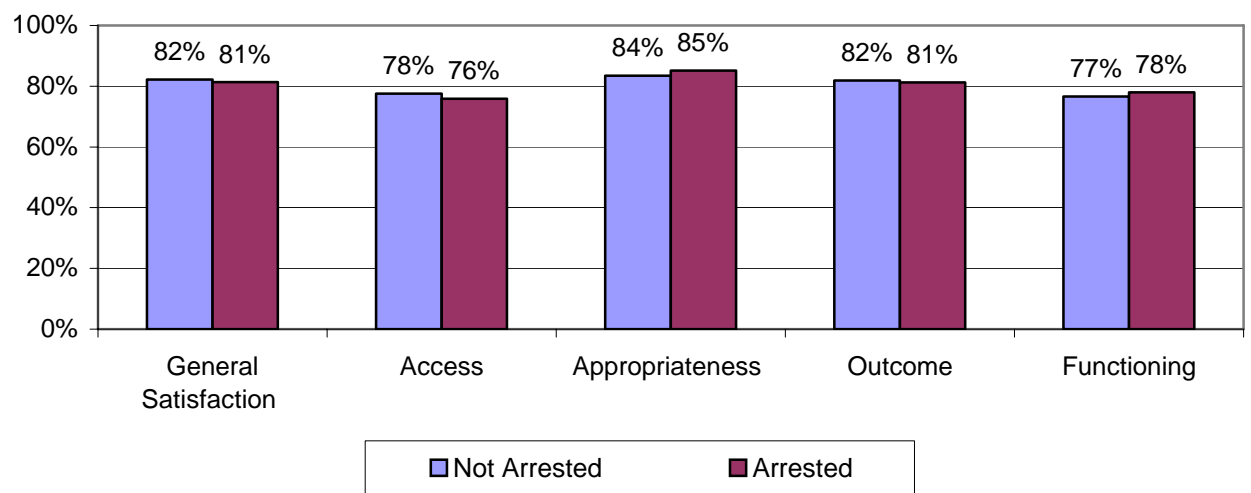
Consumers who had not been arrested within the past 12 months were significantly more likely to report positive perceptions in the Outcome and Functioning domains than those who had some involvement with the criminal justice system.

Figure 10: SUD Consumer Satisfaction by Criminal Justice System Involvement, Current Year



There were few differences in positive perception between those who had not been arrested within the 12 months of the previous year and those who had.

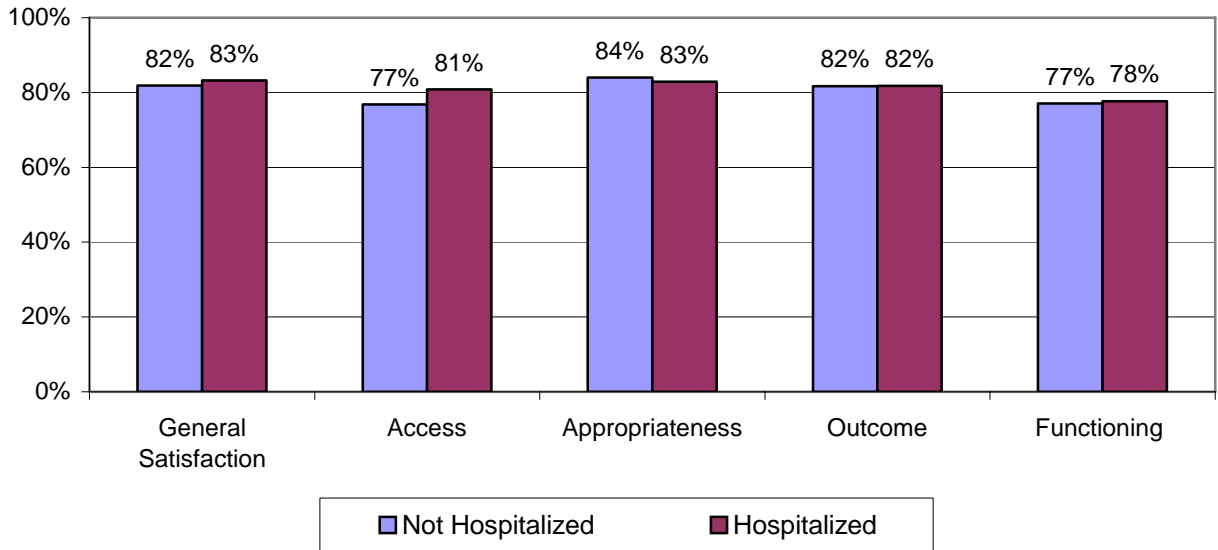
Figure 11: SUD Consumer Satisfaction by Criminal Justice System Involvement, Previous Year



Did Satisfaction Differ by Psychiatric Hospitalization?

No statistically significant difference was seen in satisfaction levels between those who had been in a psychiatric hospital within the past 12 months and those who had not.

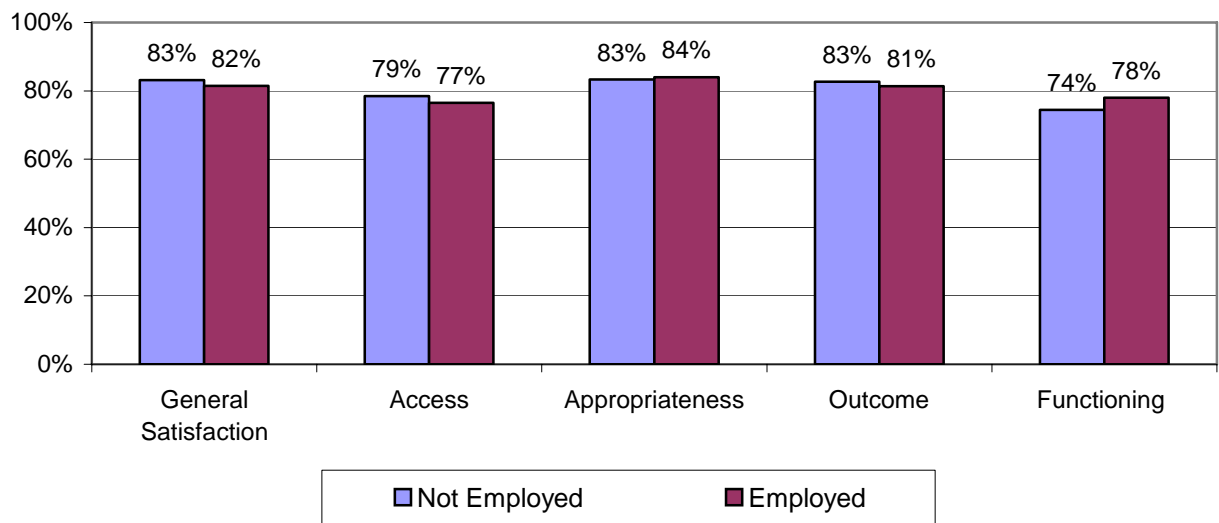
Figure 12: SUD Consumer Satisfaction by Psychiatric Hospitalization



Did Satisfaction Differ by Employment?

There were no significant differences between consumers who had paid employment within the past 12 months and those who had no paid employment.

Figure 13: SUD Consumer Satisfaction by Employment



Did Satisfaction Differ by Social Connectedness?

Consumers who felt that they have adequate support from family or friends in times of crisis were significantly more likely to express positive perceptions in the Appropriateness, Outcome, and Functioning domains. Consumers who felt that they have people with whom they can do enjoyable things were significantly more likely to express positive perceptions in the Appropriateness, Outcome, and Functioning domains than those who do not have such relationships.

Figure 14: SUD Consumer Satisfaction by Crisis Support

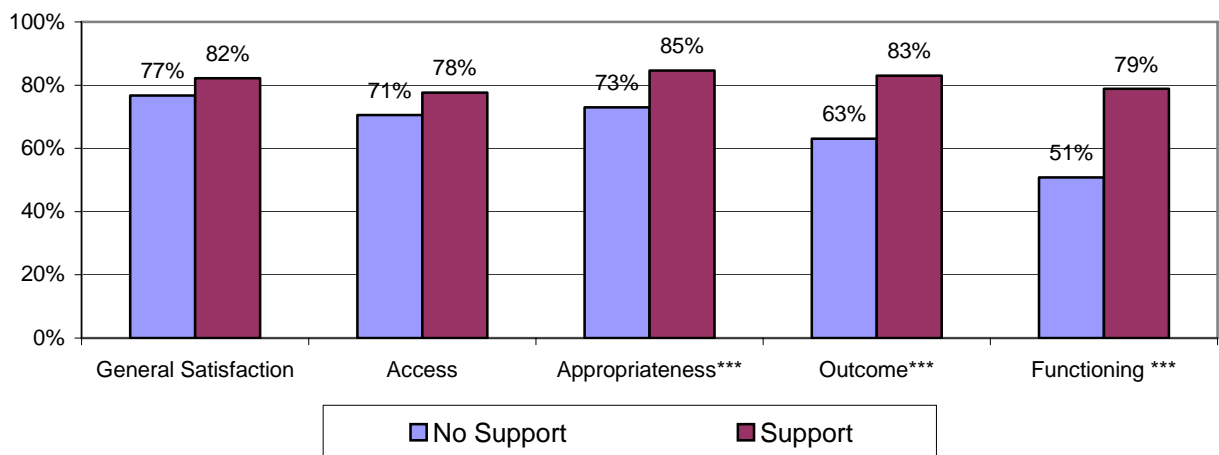
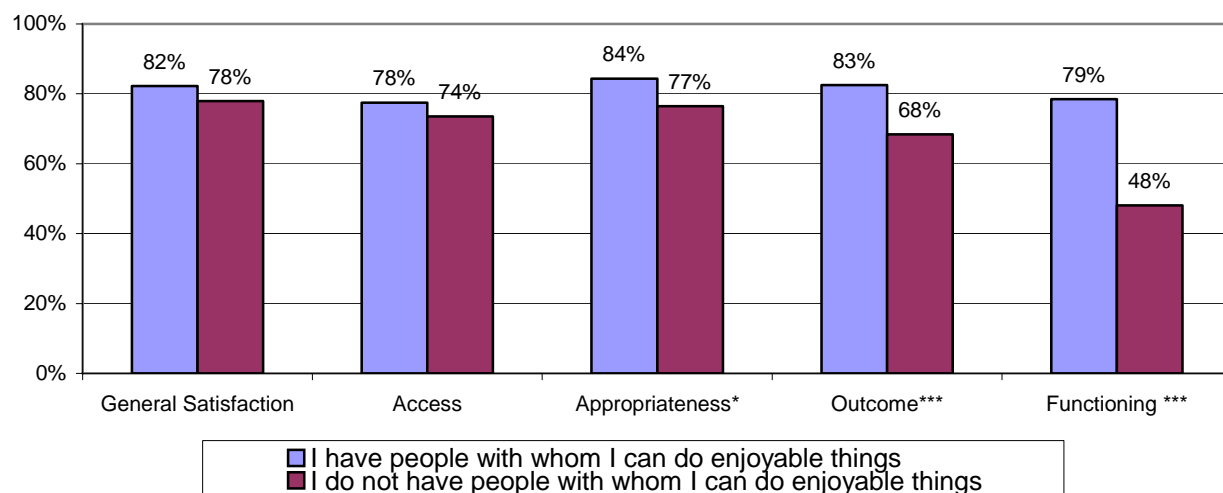


Figure 15: SUD Consumer Satisfaction by Social Support



Consumers who felt that they were happy with their friendships were significantly more likely to express positive perceptions in the Access, Appropriateness, Outcome, and Functioning domains. Consumers who felt that they belong in their communities were significantly more likely to express positive perceptions in all domains

Figure 16: SUD Consumer Satisfaction by Friendships

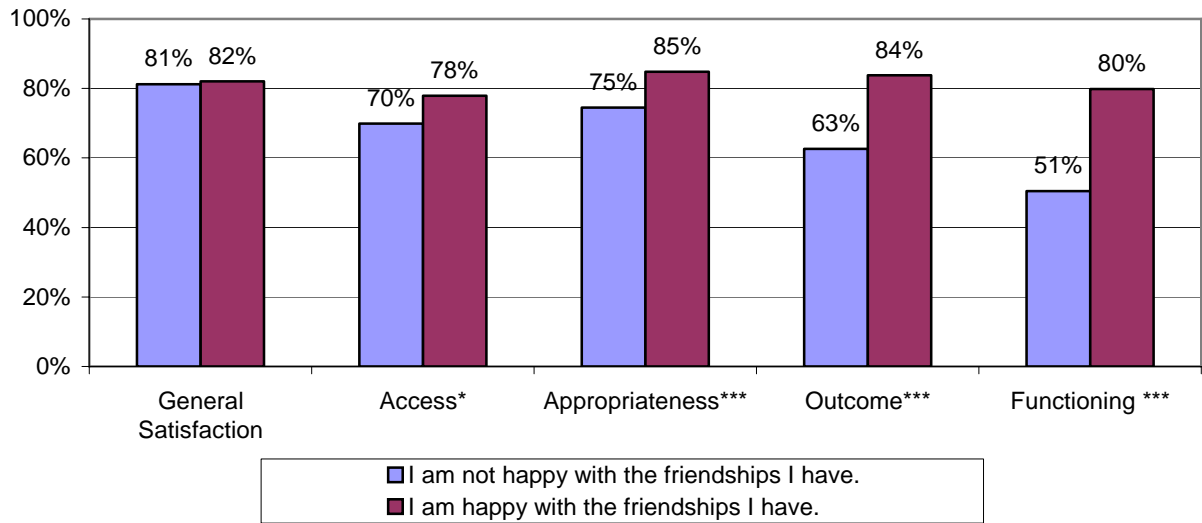
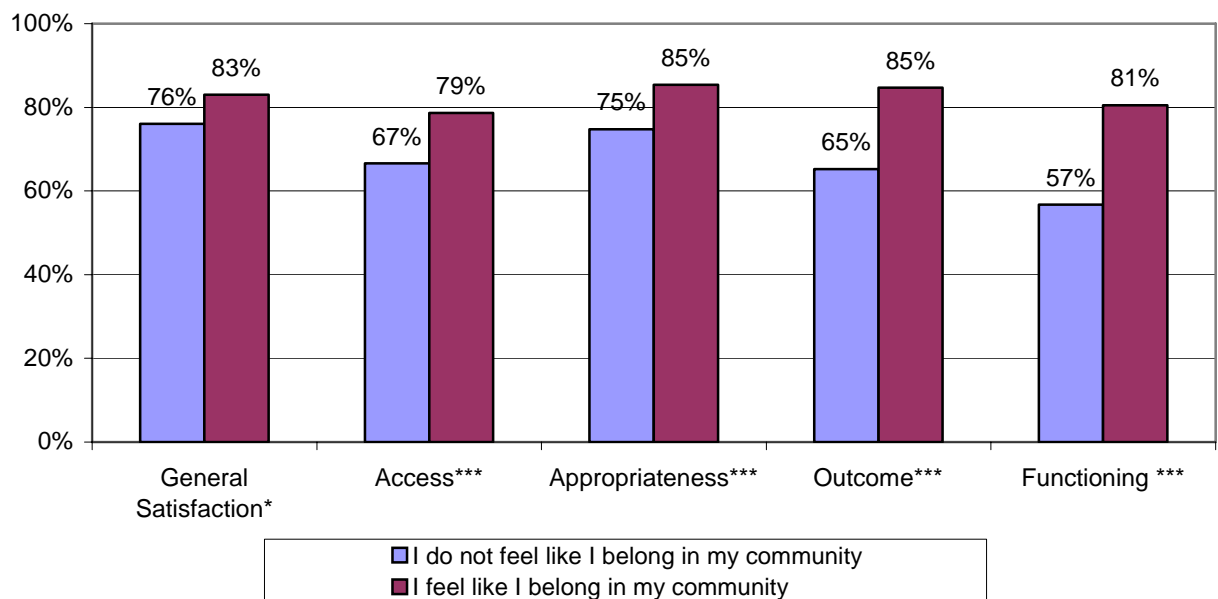


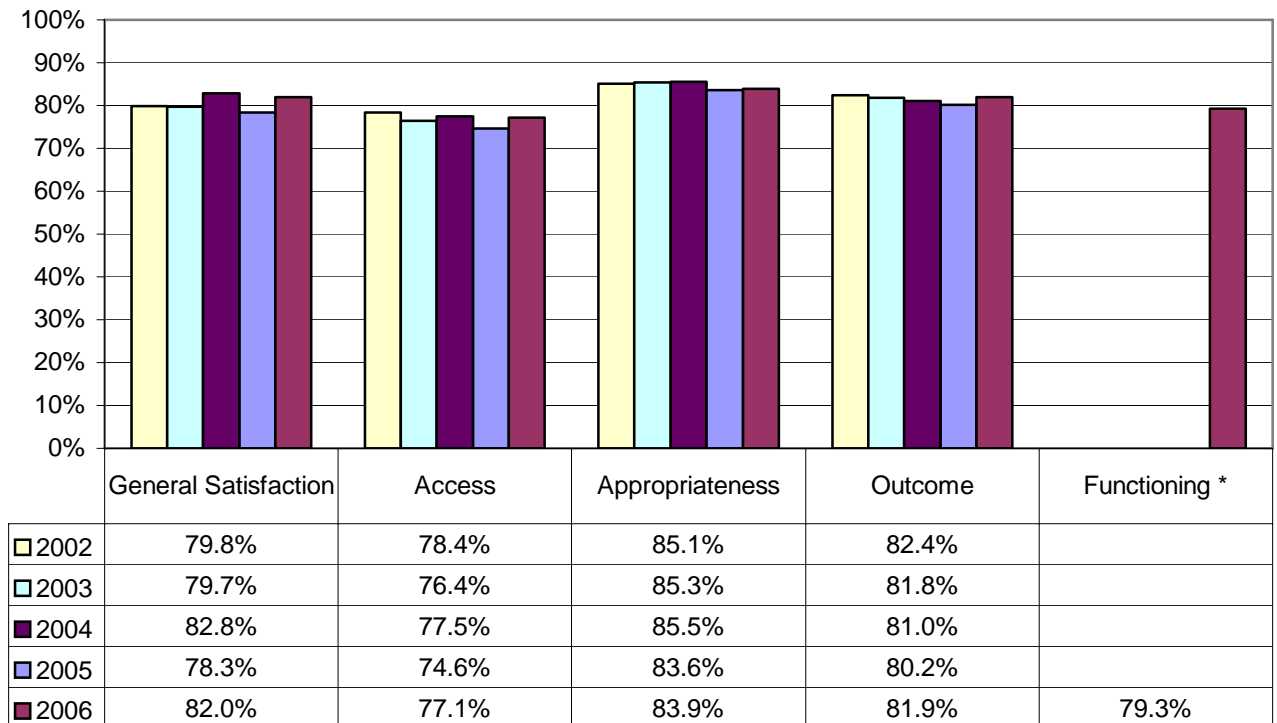
Figure 17: SUD Consumer Satisfaction by Community Belonging



Trends Over Time

Overall, the percent of consumers reporting positive perceptions in the General Satisfaction, Access, Appropriateness, and Outcomes domains has remained stable, with a slight increase from last year. The Functioning domain was added in 2006.

Figure 18: SUD Consumer Satisfaction Trends (2002 - 2006)



* The Functioning Domain was new in 2006

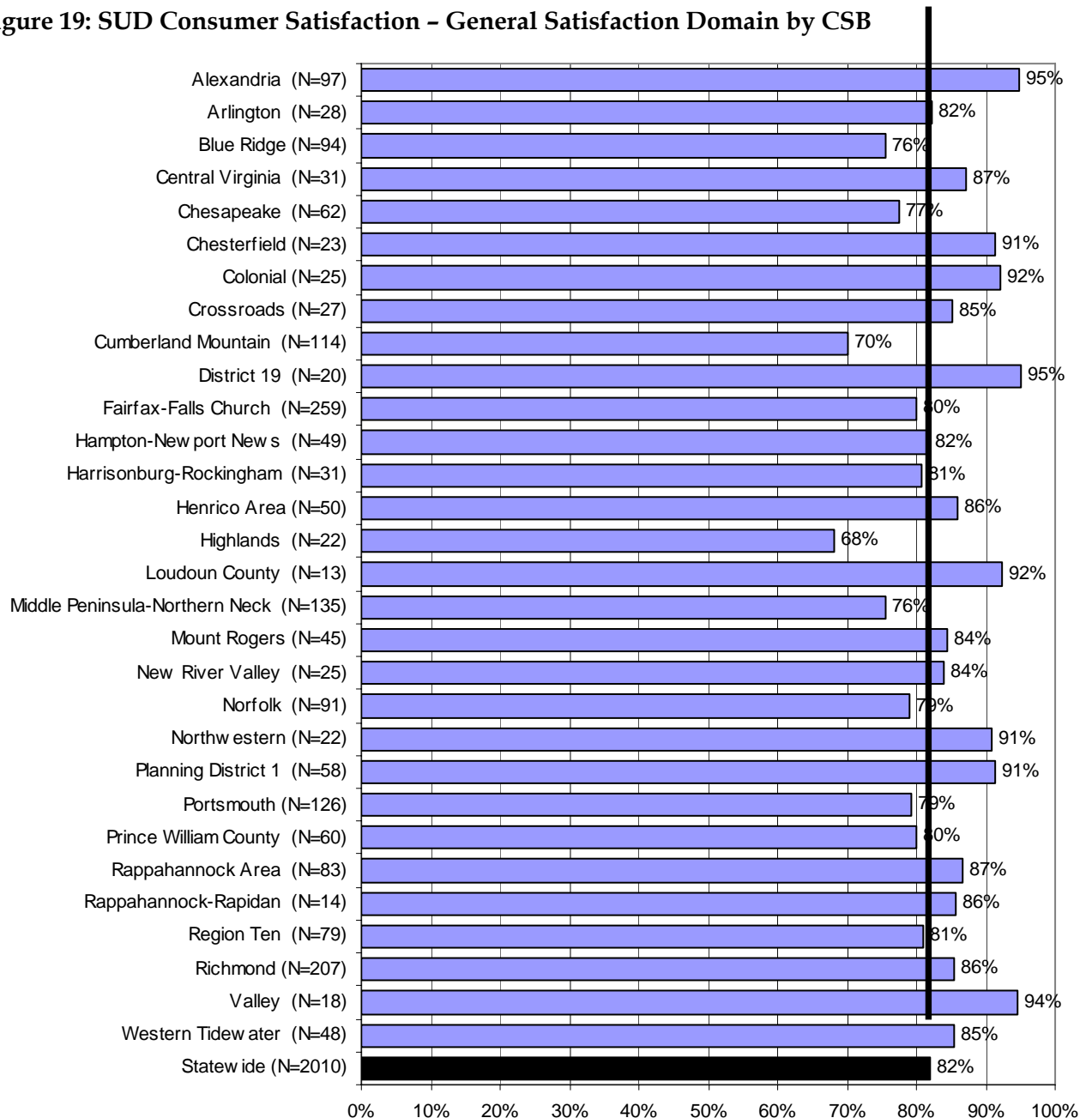
Consumer comments:

- “Not enough about learning not to pick up drugs and alcohol when you crave.”
- “You’ve been very patient with my on-going recovery & relapse situation.”
- “Court order means I have no medical privacy. I do not like this at all.”

CSB Level Consumer Perception

- Individual CSB ratings for the five indicator domains are presented in Figures 19 – 23.
- Only those CSBs with more than ten surveys for which the domain subscale score could be calculated are presented in the graphs.
- Statewide average satisfaction percents are included for reference.

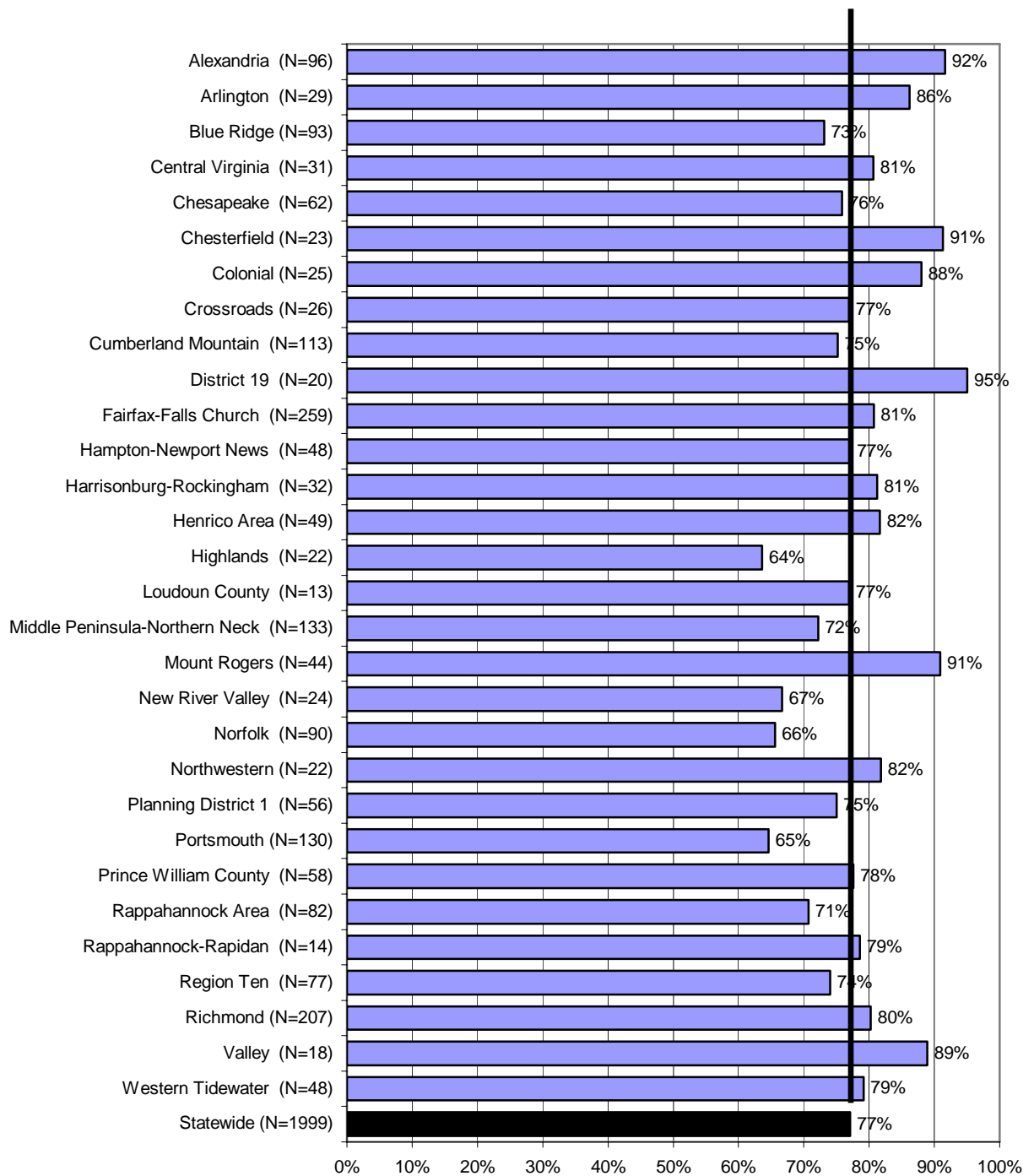
Figure 19: SUD Consumer Satisfaction - General Satisfaction Domain by CSB



Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated

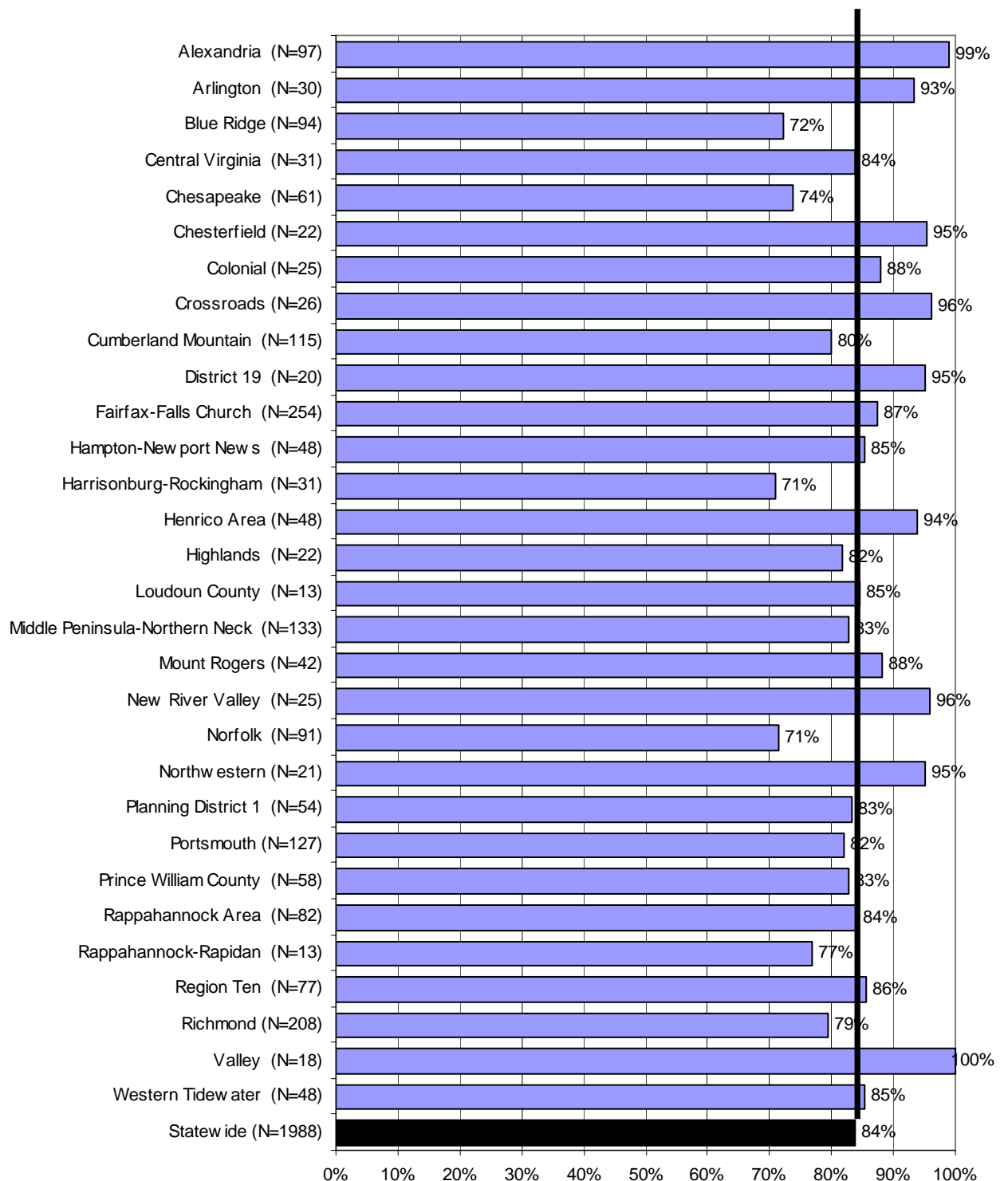
are not included in the chart above.

Figure 20: SUD Consumer Satisfaction - Access Domain by CSB



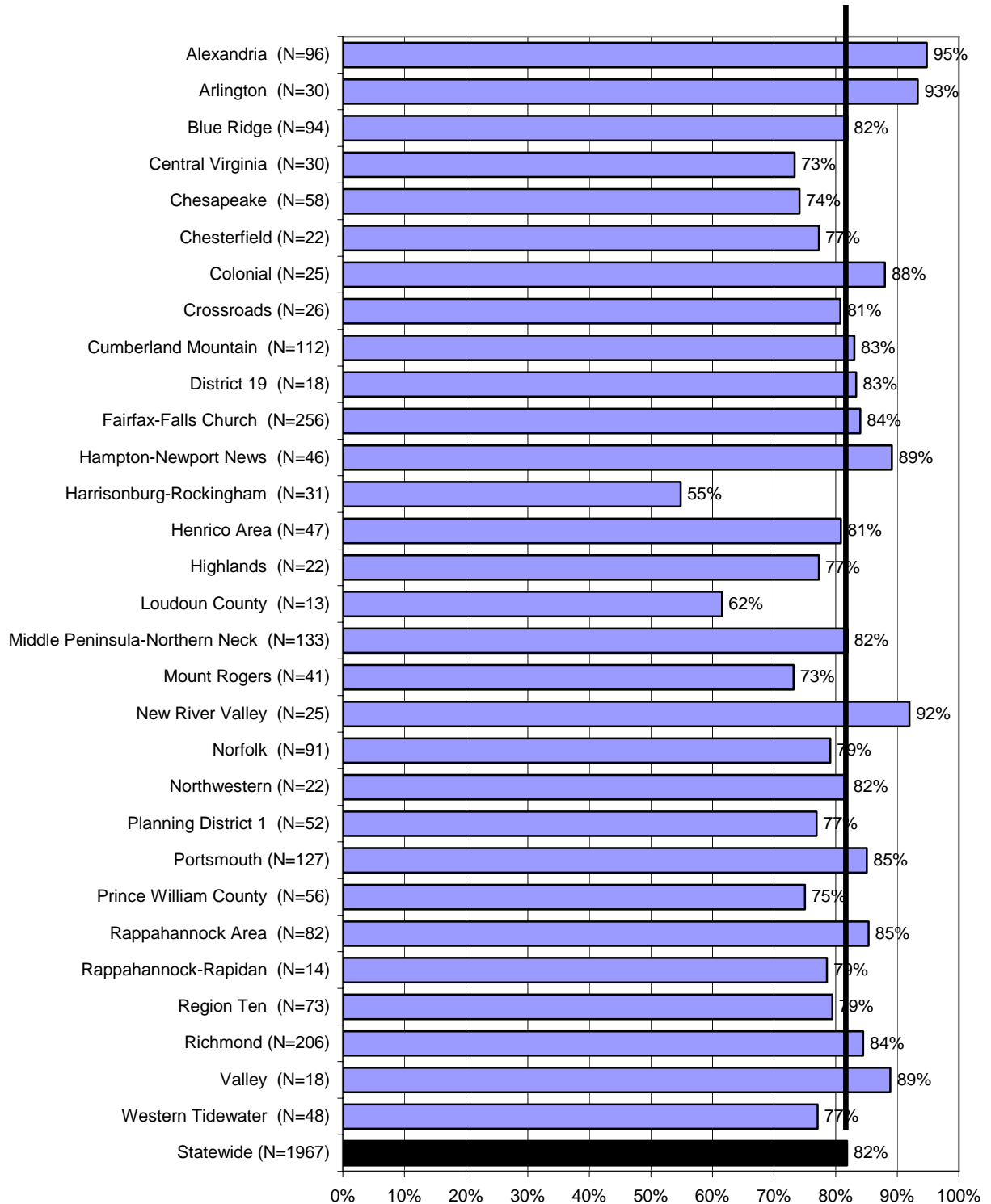
Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 21: SUD Consumer Satisfaction - Appropriateness Domain by CSB



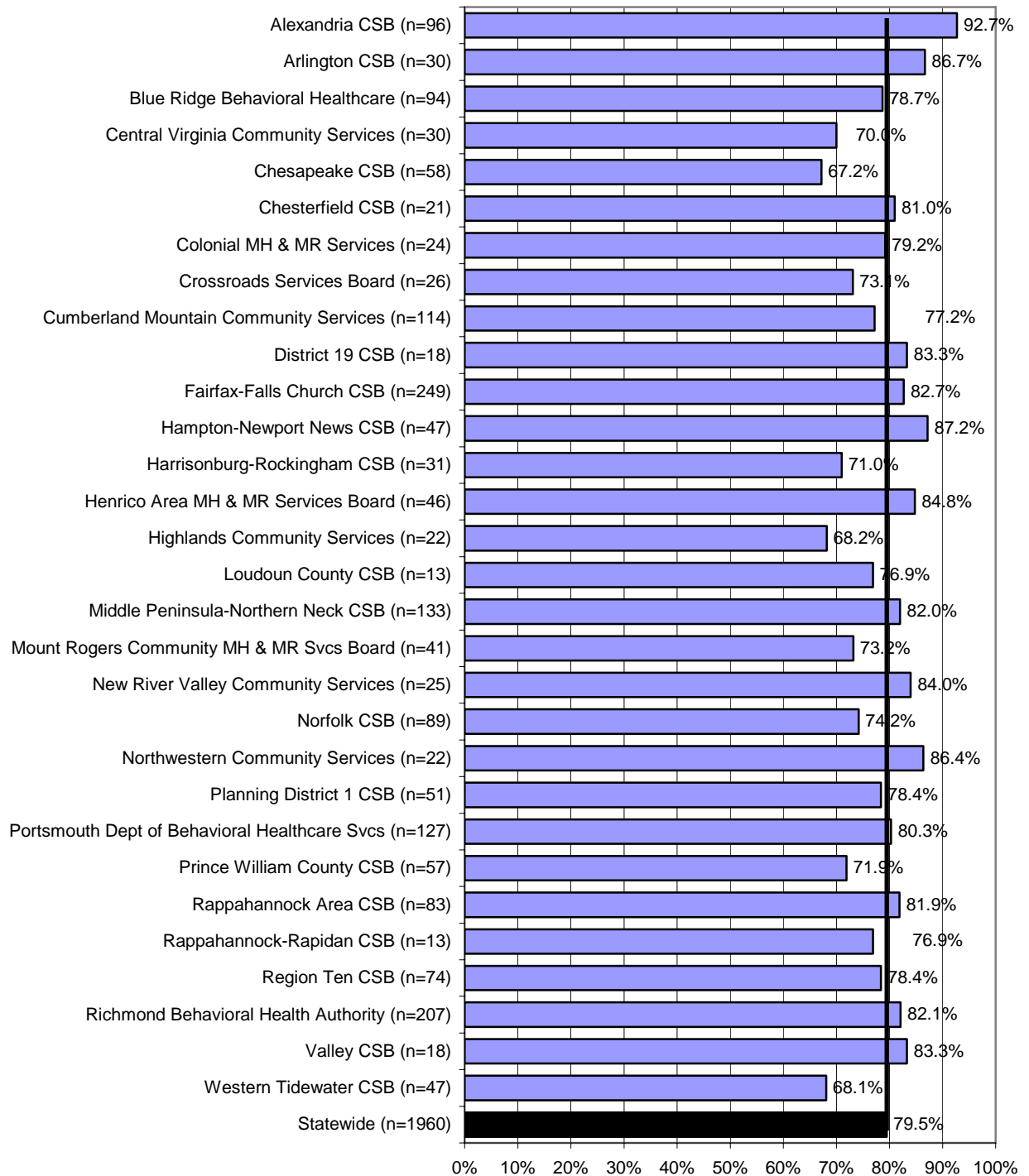
Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 22: SUD Consumer Satisfaction - Outcome Domain by CSB



Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 23: SUD Consumer Satisfaction by CSB - Functioning Domain



Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Discussion

Overall, most SUD consumers reported positive perceptions of CSB services, particularly in the Appropriateness domain. Levels of satisfaction increased on all domains in the past year for SUD consumers, except in the Functioning domain which was new in 2006. Female consumers were significantly more likely to report positive perceptions on all domains. Consumers categorized as “other” races and African-American were significantly more likely to report positive perceptions in the General Satisfaction, Outcome, and Functioning domains than consumers who identified themselves as White. Consumers of substance abuse services who claimed Hispanic ethnicity expressed significantly higher perceptions of satisfaction in all domains than consumers of non-Hispanic ethnicity.

The youngest age group, those consumers 18-20 years of age, had significantly less positive perceptions in all domains than the two older groups. Length of treatment did not have a significant impact on the perception of services on any domain. Consumers who reported being referred by an employer, EAP, or other source were significantly more likely to express positive perceptions in the General Satisfaction domain and reported just slightly higher positive perceptions in the Functioning domain. Consumers who were referred by a physician, or hospital reported just slightly higher positive perceptions in the remaining domains as compared to other referral source categories.

Those consumers who reported being homeless within the past six months had lower positive perceptions in all domains, but significantly lower in the Access, Outcome, and Functioning domains than those who had not reported being homeless. Those consumers who did not move in the past six months were significantly more likely to report positive perceptions on the Access domain. Consumers who had not been arrested within the past 12 months were significantly more likely to report positive perceptions in the Outcome and Functioning domains than those who had some involvement with the criminal justice system. There were few differences in positive perception between those who had not been arrested within the 12 months of the previous year and those who had. No statistically significant difference was seen in satisfaction levels between those who had been in a psychiatric hospital within the past 12 months and those who had not. There were no significant differences in the perception of services between consumers who had paid employment within the past 12 months and those who had no paid employment.

Consumers who felt that they have adequate support from family or friends in times of crisis were significantly more likely to express positive perceptions in the Appropriateness, Outcome, and Functioning domains. Consumers who felt that they have people with whom they can do enjoyable things were significantly more likely to express positive perceptions in the Appropriateness, Outcome, and Functioning domains than those who do not have such relationships. Consumers who felt that they were happy with their friendships were significantly more likely to express positive perceptions in the Access, Appropriateness, Outcome, and Functioning domains. Consumers who felt that

they belong in their communities were significantly more likely to express positive perceptions in all domains